

Enterprise Incident Report July 2012

As of 8/1/2012

Natural Resources

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Natural Resources	Application Server Support Team	Mike Tyrrell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Services	Danielle Hood	4 0	0 0	4 0
		Dustin Crump	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Campus Networking	Jordy Davis	4 2	0 0	4 2
		Assigned to Individual Total	4 2	0 0	4 2
	Help Desk	Brenda Treadway	2 2	0 0	2 2
		Eileen Dubach	2 2	0 0	2 2
		James Stearns	11 11	0 0	11 11
		Julie VanBeekum	10 10	0 0	10 10

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Help Desk	Sarah Johnson	3 0	0 0	3 0
		Vicky Marrelli	12 11	0 0	12 11
		Assigned to Individual Total	40 36	0 0	40 36
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro D Desktop Support	Denise Wardle	31 14	1 0	32 14
		Dusty Serr	25 19	0 0	25 19
		Lynn McCrary	5 0	0 0	5 0
		Paul Gedge	11 3	0 0	11 3
		Assigned to Individual Total	72 36	1 0	73 36
	Metro D Help Desk	Doug Brown	30 25	0 0	30 25
		Jed Patrick	14 13	0 0	14 13

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Metro D Help Desk	John Robinson	24	0	24
			17	0	17
		Assigned to Individual Total	68 55	0 0	68 55
	Metro D Hosting	Donny Ford	1	0	1
			0	0	0
		Miguel Lanz	0	1	1
			0	0	0
		Steven Haderlie	1 0	1 0	2 0
		Assigned to Individual Total	2 0	2 0	4 0
	Network Operations	Brian Chatwin	3	0	3
			0	0	0
		Kelli Okumura	1	0	1
			0	0	0
		Michael Ostrander	2	1	3
			0	0	0
		Robert Ryan	1	0	1
			0	0	0
		Assigned to Individual Total	7 0	1 0	8 0
	Rural Central Desktop Support	Jay Barfuss	10	0	10
			4	0	4
		Jeremy Standifird	1	0	1
			0	0	0
		Jessica Purcell	2	0	2
			2	0	2

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Rural Central Desktop Support	Rod Montoya	13	0	13
			12	0	12
		Todd Hardy	7	1	8
			6	0	6
		Assigned to Individual Total	33	1	34
			24	0	24
	Rural North Desktop Support	Dane Smith	2	0	2
			0	0	0
		Kim Ratushniak	2	0	2
			2	0	2
		Lori Hartzell	4	0	4
			1	0	1
		Robert Stock	1	0	1
			0	0	0
		Rodney Peterson	1	0	1
			0	0	0
		Assigned to Individual Total	10	0	10
			3	0	3
	Rural South Desktop Support	Cheri Oldham	0	1	1
			0	0	0
		Doug Thornton	2	0	2
			1	0	1
		Joel Finlinson	2	0	2
			1	0	1
		Julie Christensen	1	0	1
			0	0	0
		Ryan Bennett	1	0	1
			0	0	0

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Natural Resources

			Low	Medium	FCR Total
Natural Resources	Rural South Desktop Support	Scott Jesienouski	1 0	0 0	1 0
		Assigned to Individual Total	7 2	1 0	8 2
	Strategic Communications	Luis Larios	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Voice Engineering	Dave Vasenda	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	1 0	2 0
		Leon Owen	1 0	0 0	1 0
		Romanza Hamblin Sorensen	11 2	0 0	11 2
		Assigned to Individual Total	13 2	1 0	14 2
	Voice/Data/WAN Services	Spencer Blodgett	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		269 161	7 0	276 161
Customer Company Total			269 161	7 0	276 161

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Natural Resources

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Natural Resources	Application Server Support Team	Mike Tyrrell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Services	Danielle Hood	4 0	0 0	4 0
		Dustin Crump	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Campus Networking	Jordy Davis	4 0	0 0	4 0
		Assigned to Individual Total	4 0	0 0	4 0
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	11 0	0 0	11 0
		Julie VanBeekum	10 0	0 0	10 0

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Natural Resources

			Low	Medium	MIR Total
Natural Resources	Help Desk	Sarah Johnson	3 0	0 0	3 0
		Vicky Marrelli	12 0	0 0	12 0
		Assigned to Individual Total	40 0	0 0	40 0
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	31 1	1 0	32 1
		Dusty Serr	25 0	0 0	25 0
		Lynn McCrary	5 1	0 0	5 1
		Paul Gedge	11 1	0 0	11 1
		Assigned to Individual Total	72 3	1 0	73 3
	Metro D Help Desk	Doug Brown	30 0	0 0	30 0
		Jed Patrick	14 0	0 0	14 0

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Natural Resources

			Low	Medium	MIR Total
Natural Resources	Metro D Help Desk	John Robinson	24 0	0 0	24 0
		Assigned to Individual Total	68 0	0 0	68 0
	Metro D Hosting	Donny Ford	1 0	0 0	1 0
		Miguel Lanz	0 0	1 0	1 0
		Steven Haderlie	1 0	1 0	2 0
		Assigned to Individual Total	2 0	2 0	4 0
	Network Operations	Brian Chatwin	3 1	0 0	3 1
		Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	2 0	1 0	3 0
		Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	7 1	1 0	8 1
	Rural Central Desktop Support	Jay Barfuss	10 1	0 0	10 1
		Jeremy Standifird	1 0	0 0	1 0
		Jessica Purcell	2 0	0 0	2 0

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Natural Resources

			Low	Medium	MIR Total
Natural Resources	Rural Central Desktop Support	Rod Montoya	13 1	0 0	13 1
		Todd Hardy	7 0	1 0	8 0
		Assigned to Individual Total	33 2	1 0	34 2
	Rural North Desktop Support	Dane Smith	2 0	0 0	2 0
		Kim Ratushniak	2 0	0 0	2 0
		Lori Hartzell	4 0	0 0	4 0
		Robert Stock	1 0	0 0	1 0
		Rodney Peterson	1 0	0 0	1 0
		Assigned to Individual Total	10 0	0 0	10 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	1 0
		Doug Thornton	2 1	0 0	2 1
		Joel Finlinson	2 0	0 0	2 0
		Julie Christensen	1 0	0 0	1 0
		Ryan Bennett	1 0	0 0	1 0

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Natural Resources

			Low	Medium	MIR Total	
Natural Resources	Rural South Desktop Support	Scott Jesienouski	1 1	0 0	1 1	
		Assigned to Individual Total	7 2	1 0	8 2	
	Strategic Communications	Luis Larios	2 0	0 0	2 0	
		Assigned to Individual Total	2 0	0 0	2 0	
	Voice Engineering	Dave Vasenda	1 0	0 0	1 0	
		Assigned to Individual Total	1 0	0 0	1 0	
	Voice Operations	Gail Christiansen	1 0	1 0	2 0	
		Leon Owen	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	11 0	0 0	11 0	
		Assigned to Individual Total	13 0	1 0	14 0	
	Voice/Data/WAN Services	Spencer Blodgett	2 0	0 0	2 0	
		Assigned to Individual Total	2 0	0 0	2 0	
	Assigned Group Total		269 8	7 0	276 8	
	Customer Company Total			269 8	7 0	276 8

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Natural Resources

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Natural Resources	Application Server Support Team	Mike Tyrrell	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	1 0.56	0 0.00	1 0.56
	Application Services	Danielle Hood	4 0.49	0 0.00	4 0.49
		Dustin Crump	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	5 0.43	0 0.00	5 0.43
	Campus Networking	Jordy Davis	4 0.26	0 0.00	4 0.26
		Assigned to Individual Total	4 0.26	0 0.00	4 0.26
	Help Desk	Brenda Treadway	2 0.00	0 0.00	2 0.00
		Eileen Dubach	2 0.00	0 0.00	2 0.00
		James Stearns	11 0.02	0 0.00	11 0.02
		Julie VanBeekum	10 0.11	0 0.00	10 0.11

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Help Desk	Sarah Johnson	3 0.31	0 0.00	3 0.31
		Vicky Marrelli	12 0.01	0 0.00	12 0.01
		Assigned to Individual Total	40 0.06	0 0.00	40 0.06
	Internal Application Development and Support	Beth Hendricks	1 0.72	0 0.00	1 0.72
		Assigned to Individual Total	1 0.72	0 0.00	1 0.72
	Metro C Help Desk	Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	31 0.10	1 0.10	32 0.10
		Dusty Serr	25 0.10	0 0.00	25 0.10
		Lynn McCrary	5 0.35	0 0.00	5 0.35
		Paul Gedge	11 0.33	0 0.00	11 0.33
		Assigned to Individual Total	72 0.15	1 0.10	73 0.15
	Metro D Help Desk	Doug Brown	30 0.03	0 0.00	30 0.03
		Jed Patrick	14 0.00	0 0.00	14 0.00

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Metro D Help Desk	John Robinson	24 0.13	0 0.00	24 0.13
		Assigned to Individual Total	68 0.06	0 0.00	68 0.06
	Metro D Hosting	Donny Ford	1 0.53	0 0.00	1 0.53
		Miguel Lanz	0 0.00	1 0.26	1 0.26
		Steven Haderlie	1 0.19	1 0.34	2 0.26
		Assigned to Individual Total	2 0.36	2 0.30	4 0.33
	Network Operations	Brian Chatwin	3 1.46	0 0.00	3 1.46
		Kelli Okumura	1 0.58	0 0.00	1 0.58
		Michael Ostrander	2 0.16	1 0.00	3 0.11
		Robert Ryan	1 0.26	0 0.00	1 0.26
		Assigned to Individual Total	7 0.79	1 0.00	8 0.69
	Rural Central Desktop Support	Jay Barfuss	10 0.13	0 0.00	10 0.13
		Jeremy Standifird	1 0.00	0 0.00	1 0.00
		Jessica Purcell	2 0.00	0 0.00	2 0.00

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Rural Central Desktop Support	Rod Montoya	13 0.12	0 0.00	13 0.12
		Todd Hardy	7 0.24	1 0.00	8 0.21
		Assigned to Individual Total	33 0.14	1 0.00	34 0.13
	Rural North Desktop Support	Dane Smith	2 0.01	0 0.00	2 0.01
		Kim Ratushniak	2 0.00	0 0.00	2 0.00
		Lori Hartzell	4 0.35	0 0.00	4 0.35
		Robert Stock	1 0.32	0 0.00	1 0.32
		Rodney Peterson	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	10 0.23	0 0.00	10 0.23
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.00	1 0.00
		Doug Thornton	2 0.85	0 0.00	2 0.85
		Joel Finlinson	2 0.26	0 0.00	2 0.26
		Julie Christensen	1 0.32	0 0.00	1 0.32
		Ryan Bennett	1 0.71	0 0.00	1 0.71

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Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Rural South Desktop Support	Scott Jesienouski	1 1.37	0 0.00	1 1.37
		Assigned to Individual Total	7 0.66	1 0.00	8 0.58
	Strategic Communications	Luis Larios	2 0.56	0 0.00	2 0.56
		Assigned to Individual Total	2 0.56	0 0.00	2 0.56
	Voice Engineering	Dave Vasenda	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	1 0.29	1 0.00	2 0.15
		Leon Owen	1 0.32	0 0.00	1 0.32
		Romanza Hamblin Sorensen	11 0.26	0 0.00	11 0.26
		Assigned to Individual Total	13 0.26	1 0.00	14 0.24
	Voice/Data/WAN Services	Spencer Blodgett	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	2 0.21	0 0.00	2 0.21
Assigned Group Total			269 0.17	7 0.10	276 0.17
Customer Company Total			269 0.17	7 0.10	276 0.17

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Natural Resources

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Natural Resources	Application Server Support Team	Mike Tyrrell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Services	Danielle Hood	4 0	0 0	4 0
		Dustin Crump	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Campus Networking	Jordy Davis	4 2	0 0	4 2
		Assigned to Individual Total	4 2	0 0	4 2
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	11 0	0 0	11 0
		Julie VanBeekum	10 0	0 0	10 0

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Help Desk	Sarah Johnson	3 0	0 0	3 0
		Vicky Marrelli	12 0	0 0	12 0
		Assigned to Individual Total	40 0	0 0	40 0
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	31 5	1 1	32 6
		Dusty Serr	25 1	0 0	25 1
		Lynn McCrary	5 0	0 0	5 0
		Paul Gedge	11 2	0 0	11 2
		Assigned to Individual Total	72 8	1 1	73 9
	Metro D Help Desk	Doug Brown	30 0	0 0	30 0
		Jed Patrick	14 0	0 0	14 0

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Metro D Help Desk	John Robinson	24 0	0 0	24 0
		Assigned to Individual Total	68 0	0 0	68 0
	Metro D Hosting	Donny Ford	1 0	0 0	1 0
		Miguel Lanz	0 0	1 0	1 0
		Steven Haderlie	1 1	1 0	2 1
		Assigned to Individual Total	2 1	2 0	4 1
	Network Operations	Brian Chatwin	3 1	0 0	3 1
		Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	2 0	1 0	3 0
		Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	7 1	1 0	8 1
	Rural Central Desktop Support	Jay Barfuss	10 0	0 0	10 0
		Jeremy Standifird	1 0	0 0	1 0
		Jessica Purcell	2 0	0 0	2 0

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Rural Central Desktop Support	Rod Montoya	13 0	0 0	13 0
		Todd Hardy	7 1	1 0	8 1
		Assigned to Individual Total	33 1	1 0	34 1
	Rural North Desktop Support	Dane Smith	2 0	0 0	2 0
		Kim Ratuszniak	2 0	0 0	2 0
		Lori Hartzell	4 0	0 0	4 0
		Robert Stock	1 0	0 0	1 0
		Rodney Peterson	1 0	0 0	1 0
		Assigned to Individual Total	10 0	0 0	10 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	1 0
		Doug Thornton	2 0	0 0	2 0
		Joel Finlinson	2 0	0 0	2 0
		Julie Christensen	1 0	0 0	1 0
		Ryan Bennett	1 0	0 0	1 0

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Natural Resources

			Low	Medium	MR Total
Natural Resources	Rural South Desktop Support	Scott Jesienouski	1 0	0 0	1 0
		Assigned to Individual Total	7 0	1 0	8 0
	Strategic Communications	Luis Larios	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Voice Engineering	Dave Vasenda	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	1 0	2 0
		Leon Owen	1 0	0 0	1 0
		Romanza Hamblin Sorensen	11 0	0 0	11 0
		Assigned to Individual Total	13 0	1 0	14 0
	Voice/Data/WAN Services	Spencer Blodgett	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Assigned Group Total		269 15	7 1	276 16
Customer Company Total			269 15	7 1	276 16

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Natural Resources

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Natural Resources	Application Server Support Team	Mike Tyrrell	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	1 0.56	0 0.00	1 0.56
	Application Services	Danielle Hood	4 1.73	0 0.00	4 1.73
		Dustin Crump	1 0.54	0 0.00	1 0.54
		Assigned to Individual Total	5 1.50	0 0.00	5 1.50
	Campus Networking	Jordy Davis	4 364.21	0 0.00	4 364.21
		Assigned to Individual Total	4 364.21	0 0.00	4 364.21
	Help Desk	Brenda Treadway	2 0.00	0 0.00	2 0.00
		Eileen Dubach	2 0.00	0 0.00	2 0.00
		James Stearns	11 0.02	0 0.00	11 0.02
		Julie VanBeekum	10 0.13	0 0.00	10 0.13

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Help Desk	Sarah Johnson	3 0.54	0 0.00	3 0.54
		Vicky Marrelli	12 0.08	0 0.00	12 0.08
		Assigned to Individual Total	40 0.10	0 0.00	40 0.10
	Internal Application Development and Support	Beth Hendricks	1 0.76	0 0.00	1 0.76
		Assigned to Individual Total	1 0.76	0 0.00	1 0.76
	Metro C Help Desk	Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	31 3.26	1 8.83	32 3.43
		Dusty Serr	25 0.98	0 0.00	25 0.98
		Lynn McCrary	5 0.41	0 0.00	5 0.41
		Paul Gedge	11 3.19	0 0.00	11 3.19
		Assigned to Individual Total	72 2.28	1 8.83	73 2.37
	Metro D Help Desk	Doug Brown	30 0.04	0 0.00	30 0.04
		Jed Patrick	14 0.02	0 0.00	14 0.02

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Metro D Help Desk	John Robinson	24 0.18	0 0.00	24 0.18
		Assigned to Individual Total	68 0.08	0 0.00	68 0.08
	Metro D Hosting	Donny Ford	1 3.34	0 0.00	1 3.34
		Miguel Lanz	0 0.00	1 1.74	1 1.74
		Steven Haderlie	1 111.35	1 0.57	2 55.96
		Assigned to Individual Total	2 57.35	2 1.15	4 29.25
	Network Operations	Brian Chatwin	3 2.16	0 0.00	3 2.16
		Kelli Okumura	1 0.71	0 0.00	1 0.71
		Michael Ostrander	2 0.35	1 0.00	3 0.24
		Robert Ryan	1 0.66	0 0.00	1 0.66
		Assigned to Individual Total	7 1.22	1 0.00	8 1.07
	Rural Central Desktop Support	Jay Barfuss	10 0.22	0 0.00	10 0.22
		Jeremy Standifird	1 0.48	0 0.00	1 0.48
		Jessica Purcell	2 0.00	0 0.00	2 0.00

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Rural Central Desktop Support	Rod Montoya	13 0.19	0 0.00	13 0.19
		Todd Hardy	7 2.30	1 3.58	8 2.46
		Assigned to Individual Total	33 0.70	1 3.58	34 0.80
	Rural North Desktop Support	Dane Smith	2 0.78	0 0.00	2 0.78
		Kim Ratuszniak	2 0.00	0 0.00	2 0.00
		Lori Hartzell	4 1.31	0 0.00	4 1.31
		Robert Stock	1 0.33	0 0.00	1 0.33
		Rodney Peterson	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	10 0.71	0 0.00	10 0.71
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.00	1 0.00
		Doug Thornton	2 0.85	0 0.00	2 0.85
		Joel Finlinson	2 0.26	0 0.00	2 0.26
		Julie Christensen	1 0.32	0 0.00	1 0.32
		Ryan Bennett	1 0.71	0 0.00	1 0.71

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Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Rural South Desktop Support	Scott Jesienouski	1 1.37	0 0.00	1 1.37
		Assigned to Individual Total	7 0.66	1 0.00	8 0.58
	Strategic Communications	Luis Larios	2 16.70	0 0.00	2 16.70
		Assigned to Individual Total	2 16.70	0 0.00	2 16.70
	Voice Engineering	Dave Vasenda	1 9.65	0 0.00	1 9.65
		Assigned to Individual Total	1 9.65	0 0.00	1 9.65
	Voice Operations	Gail Christiansen	1 1.66	1 0.00	2 0.83
		Leon Owen	1 0.95	0 0.00	1 0.95
		Romanza Hamblin Sorensen	11 0.79	0 0.00	11 0.79
		Assigned to Individual Total	13 0.87	1 0.00	14 0.81
	Voice/Data/WAN Services	Spencer Blodgett	2 0.78	0 0.00	2 0.78
		Assigned to Individual Total	2 0.78	0 0.00	2 0.78
Assigned Group Total			269 7.14	7 2.10	276 7.01
Customer Company Total			269 7.14	7 2.10	276 7.01

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Natural Resources

Detail

INC000000390393	Wendy Christensen	Network	Performance	None		TIR Missed: Yes	4.11
	Network Operations	Brian Chatwin	Natural Resources	Low	Closed	TTR Missed: Yes	6.03
INC000000465963	Paul Baker	Application	Error	Internet Explorer		TIR Missed: No	0.17
	Campus Networking	Jordy Davis	Natural Resources	Low	Resolved	TTR Missed: Yes	932.74
INC000000505085	Mike Nelson	None	None	None		TIR Missed: No	0.15
	Campus Networking	Jordy Davis	Natural Resources	Low	Resolved	TTR Missed: Yes	514.94
INC000000520080	Chris Petersen	Application	Error	Internet Explorer		TIR Missed: Yes	1.69
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Resolved	TTR Missed: No	1.70
INC000000537503	Rose Fedelleck	Telecom	Hardware	Telephone		TIR Missed: No	0.63
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.63
INC000000538157	Joshua Gibson	PC/Laptop	Hardware	None		TIR Missed: No	0.32
	Rural South Desktop Support	Julie Christensen	Natural Resources	Low	Resolved	TTR Missed: No	0.32
INC000000538705	Craig Miller	PC/Laptop	Error	None		TIR Missed: No	0.24
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	4.07
INC000000539753	Danielle Mills	Telecom	Hardware	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.53
INC000000540203	Andrew Dutson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.32
	Voice Operations	Leon Owen	Natural Resources	Low	Resolved	TTR Missed: No	0.95
INC000000540343	KD Perkins	Telecom	None	Telephone		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.31
INC000000541813	Laura Melling	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000541850	Lynn Kunzler	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.19
INC000000541935	Ian Kennedy	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000542177	Penny Bauer	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000542188	Gayle Allred	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000542193	Patsy Baggs	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000542280	Roger Wilson	Network	Incident	None		TIR Missed: No	0.19
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.19
INC000000542475	Tim Bunot	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000542532	Rori Lubbers	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000542540	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000542595	Henry Maddux	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.26
INC000000542695	Theresa Pope	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000542728	Cathryn Smith	Network	Performance	None		TIR Missed: No	0.26
	Network Operations	Brian Chatwin	Natural Resources	Low	Closed	TTR Missed: No	0.44
INC000000542800	Chris Crockett	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.12
INC000000542809	Chris Crockett	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.08
INC000000542843	Tony Wood	None	None	None		TIR Missed: No	0.58
	Network Operations	Kelli Okumura	Natural Resources	Low	Closed	TTR Missed: No	0.71
INC000000542859	Scott Madsen	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000542874	Mert Russo	PC/Laptop	Performance	None		TIR Missed: No	0.32
	Rural North Desktop Support	Robert Stock	Natural Resources	Low	Resolved	TTR Missed: No	0.33
INC000000542975	Robert Leake	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	
INC000000543047	Mert Russo	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543116	Doug Sakaguchi	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.06
INC000000543117	Chad Landress	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.04
INC000000543153	Sidney Groll	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000543191	Jack Sixkiller	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543284	Don Higley	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543287	James Lowe	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543289	James Lowe	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543306	John Holman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543441	Peter Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543451	Craig Walker	Mobile Devices	None	iPhone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543475	Marlene Mauinatu	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	2.02
INC000000543481	Diana Ludwig	Application	None	Adobe Acrobat		TIR Missed: No	0.76
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: Yes	6.58
INC000000543482	Marlene Mauinatu	Application	Error	Novell GroupWise		TIR Missed: Yes	1.73
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	3.93
INC000000543517	Mert Russo	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543644	Steven Thomas	PC/Laptop	Error	None		TIR Missed: No	0.57
	Rural North Desktop Support	Rodney Peterson	Natural Resources	Low	Resolved	TTR Missed: No	0.57
INC000000543692	Kristen Comella	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543722	Tammy Kikuchi	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000543759	Zeke Clements	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544035	Dustin Rosenberg	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000544040	Dustin Rosenberg	Application	Password	Utah Master Directory		TIR Missed: No	0.17
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.22

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Natural Resources

INC000000544056	Lisha Cordova	PC/Laptop	Error	None		TIR Missed: No	0.40
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.40
INC000000544075	Wendy A Wilson	Network	Performance	None		TIR Missed: No	0.15
	Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	0.53
INC000000544196	Jenny Zickgraf	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.09
INC000000544242	Priscilla Burton	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544285	Natalie Brewster-Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544462	Amelia Bingham	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544529	Jerry Thacker	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.29
INC000000544658	Richard Kerr	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544706	Stephen Rutter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544713	Chris Jensen	PC/Laptop	Performance	PGP		TIR Missed: No	0.17
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.17
INC000000544743	Ben Nadolski	Mobile Devices	None	Droid		TIR Missed: No	0.10
	Help Desk	Sarah Johnson	Natural Resources	Low	Closed	TTR Missed: No	0.26
INC000000544767	Barry Miya	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544773	Buck Ehler	None	None	None		TIR Missed: No	0.05
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.05
INC000000544778	Rory Reynolds	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544801	Connie Shipman	Telecom	Dial Tone	None		TIR Missed: No	0.29
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.95
INC000000544807	Miles Hanberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544823	Adam Hiscock	Network	None	None		TIR Missed: No	0.45
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	12.64

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Natural Resources

INC000000544893	Brad Crompton	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544934	Scott Tolentino	None	None	None		TIR Missed: No	0.03
	Rural North Desktop Support	Dane Smith	Natural Resources	Low	Closed	TTR Missed: No	0.03
INC000000544974	Todd Adams	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544977	Rory Reynolds	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000544988	Wendy Christensen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545033	Karen Jones	Application	Error	Novell Messenger		TIR Missed: No	0.66
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.70
INC000000545036	Karen Jones	Application	Error	Novell Messenger		TIR Missed: No	0.59
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.66
INC000000545062	Ben Sutter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545125	Jenny Zickgraf	Telecom	None	Telephone		TIR Missed: No	0.35
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.57
INC000000545146	Penny Berry	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545152	Heather Evans	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545213	Linda Braithwaite	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	9.00
INC000000545282	Bruce Strom	Telecom	Call/Receive	None		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Natural Resources	Medium	Closed	TTR Missed: No	0.00
INC000000545409	Douglas Sprinkel	Network	Performance	None		TIR Missed: No	0.70
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Closed	TTR Missed: No	3.24
INC000000545448	Meribeth Huizinga	Network	Performance	None		TIR Missed: No	0.32
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.62
INC000000545569	Eugene Swalberg	Telecom	Dial Tone	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	1.00
INC000000545639	Mike Silva	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000545744	Lee Eschler	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.03
INC000000545751	Nathan Moses	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545853	Steve Slack	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545887	Dave Hackford	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545953	Chris Wilson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000545962	Camron Radmall	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000546007	Jim Egbert	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000546065	Eric Stucki	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000546116	Margo Leech	Application	Error	PGP		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000546137	Jenny Zickgraf	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000546144	Jason Tull	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.10
INC000000546150	Sharon Gallegos	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000546160	Jeff Briggs	Telecom	Dial Tone	Telephone		TIR Missed: No	0.29
	Voice/Data/WAN Services	Spencer Blodgett	Natural Resources	Low	Closed	TTR Missed: No	0.84
INC000000546181	Jeffrey Quick	Telecom	Call Management	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Spencer Blodgett	Natural Resources	Low	Closed	TTR Missed: No	0.72
INC000000546236	Don Staley	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000546269	Bob Biek	None	None	None		TIR Missed: No	0.34
	Metro D Hosting	Steven Haderlie	Natural Resources	Medium	Closed	TTR Missed: No	0.57
INC000000546276	Steve Slack	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000546299	Grant Willis	Network	Error	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000546361	Patricia Engel	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000546366	Paul Baker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000546380	Lance Weaver	Network	None	None		TIR Missed: No	0.19
Metro D Hosting	Steven Haderlie	Natural Resources	Low	Resolved	TTR Missed: Yes	111.35	
INC000000546412	Kurt Coroles	Network	None	None		TIR Missed: No	0.16
Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	0.18	
INC000000546413	Kerry Carpenter	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.34
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.34	
INC000000546491	Anna Forest	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000546492	Ingrid Campbell	Application	Error	ArcGIS Server Applications		TIR Missed: No	0.50
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	4.12	
INC000000546497	Joseph Donnell	PC/Laptop	Virus	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	5.66	
INC000000546509	Teri Paul	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000546572	Sean Spencer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000546626	Peter Nielsen	Network	Incident	None		TIR Missed: No	0.58
Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: No	5.46	
INC000000546686	Ja Eggett	None	None	None		TIR Missed: No	0.00
Voice Engineering	Dave Vasenda	Natural Resources	Low	Closed	TTR Missed: Yes	9.65	
INC000000546853	Ken Short	PC/Laptop	Error	None		TIR Missed: No	0.55
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	4.01	
INC000000546879	Drew Cushing	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	3.60	
INC000000546887	Jim Egbert	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	3.54	
INC000000546906	Dax Mangus	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: Yes	1.17
Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	1.17	

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Natural Resources

INC000000546908	Eric Edgley	None	None	None		TIR Missed: No	0.02
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	3.34
INC000000546943	Don Staley	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: Yes	15.68
INC000000546945	Eugene Swalberg	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000546990	Ryan Mosley	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	
INC000000546992	Steve Sroka	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	
INC000000547145	Robert King	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000547168	Camron Radmall	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000547238	Laura Ault	PC/Laptop	Password	None		TIR Missed: No	0.40
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.19
INC000000547320	Lee Eschler	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	17.59
INC000000547372	Richard Hartman	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.11
INC000000547375	Michael Slater	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.07
INC000000547395	Emily Debois	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000547406	Diana Ludwig	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.67
INC000000547408	Natalie Harmon	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.65
INC000000547455	Cory Inglet	None	None	Symantec AntiVirus		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000547518	Cathy Norris	PC/Laptop	Hardware	None		TIR Missed: No	0.27
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.51
INC000000547686	Douglas Messerly	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000547804	Alison McCluskey	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000547842	Alison McCluskey	Application	Error	PGP		TIR Missed: No	0.73
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	1.39	
INC000000547854	James Greer	PC/Laptop	Error	None		TIR Missed: No	0.60
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	2.91	
INC000000547864	Charity Gibson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000547897	Cory Maylett	Application	None	None		TIR Missed: No	0.56
Application Server Support Team	Mike Tyrrell	Natural Resources	Low	Closed	TTR Missed: No	0.56	
INC000000547918	Karen Kendall	Application	Error	None		TIR Missed: Yes	1.37
Rural South Desktop Support	Scott Jesienouski	Natural Resources	Low	Closed	TTR Missed: No	1.37	
INC000000547919	Charity Gibson	Network	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.05	
INC000000547952	Lindy Higham	PC/Laptop	None	None		TIR Missed: No	0.10
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.10	
INC000000547999	Ty Hunter	None	None	None		TIR Missed: No	0.00
Network Operations	Michael Ostrander	Natural Resources	Medium	Closed	TTR Missed: No	0.00	
INC000000548140	Debbie Robinson	Application	Error	Internet Explorer		TIR Missed: No	0.07
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	4.66	
INC000000548205	Brent Stettler	Application	Error	Novell GroupWise		TIR Missed: No	0.22
Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	0.54	
INC000000548238	Mike Suflita	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000548353	Alan Spencer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000548457	Chris Wood	Application	Error	None		TIR Missed: No	0.72
Internal Application Development at	Beth Hendricks	Natural Resources	Low	Closed	TTR Missed: No	0.76	
INC000000548498	Drew Patterson	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00	
INC000000548510	Chris Wood	Network	Incident	None		TIR Missed: No	0.50
Help Desk	Sarah Johnson	Natural Resources	Low	Closed	TTR Missed: No	0.61	
INC000000548513	Terri Pope	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00	

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INC000000548644	John Neill	Application	Error	None		TIR Missed: No	0.65
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.96
INC000000548719	Lindsey Carrigan	PC/Laptop	Hardware	None		TIR Missed: No	0.13
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.88
INC000000548722	Mert Russo	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000548747	Wade Hovinga	Network	Incident	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000548776	Linda Braithwaite	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	9.06
INC000000548833	Jim Quitter	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000548909	Jennifer Gregerson	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000548953	Jennifer Biggs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000548982	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.13
INC000000549027	Marsha Bentley	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000549123	Candelyn Paxton	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.41
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.41
INC000000549304	Jenny Zickgraf	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.05
INC000000549363	Natalie Brewster-Wilson	None	None	None		TIR Missed: No	0.53
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.53
INC000000549371	Sandra Grow	PC/Laptop	Error	None		TIR Missed: No	0.51
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.83
INC000000549451	James Pummel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000549588	Natalie Brewster-Wilson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000549663	Randy Berger	Network	Performance	None		TIR Missed: No	0.68
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.68

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Natural Resources

INC000000549814	Dan Richards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000549902	Laurie Backus	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550023	Samantha Schoppe	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550027	Gary Bezzant	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550085	Matt Schrier	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550200	Camron Radmall	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550211	Thomas Dempster	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550303	Ruby Jo Anderson	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550366	Delores Angel	PC/Laptop	Hardware	None	TIR Missed: No	0.43
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.43
INC000000550420	Bill Bates	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.26
	Metro D Hosting	Miguel Lanz	Natural Resources	Medium Resolved	TTR Missed: No	1.74
INC000000550452	Nicole Nielson	Network	Incident	None	TIR Missed: No	0.35
	Help Desk	Sarah Johnson	Natural Resources	Low Resolved	TTR Missed: No	0.74
INC000000550470	Tamara Prue	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550494	Rose Fedelleck	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550505	Dan Richards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550657	Jan Morse	Server	Error	None	TIR Missed: No	0.53
	Metro D Hosting	Donny Ford	Natural Resources	Low Resolved	TTR Missed: No	3.34
INC000000550823	jackie Doudy	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000550827	Tracy Wing	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00

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INC000000550842	Jessica Nielson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000550868	David Nelson	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.80
	Application Services	Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: No	0.93
INC000000550873	Chris Quatrale	Application	Reporting	None		TIR Missed: Yes	1.12
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	1.12
INC000000550924	Christopher Quick	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000550969	Clair Shaffer	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551019	Christopher Quick	Application	Error	Ipads		TIR Missed: No	0.00
	Application Services	Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: No	1.55
INC000000551026	Paul Baker	Application	Error	Internet Explorer		TIR Missed: No	0.14
	Campus Networking	Jordy Davis	Natural Resources	Low	Resolved	TTR Missed: No	3.70
INC000000551047	Ruby Jo Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551089	Linda Braithwaite	None	None	None		TIR Missed: No	0.29
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: Yes	8.02
INC000000551110	Paul Baker	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000551205	Greg E Williams	Application	Error	Microsoft Word		TIR Missed: Yes	1.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	1.02
INC000000551219	Tamara Prue	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551263	Blake Perez	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551281	Marianne Burbidge	None	None	None		TIR Missed: No	0.10
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.25
INC000000551282	Marianne Burbidge	None	None	None		TIR Missed: No	0.20
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.20
INC000000551283	Marianne Burbidge	None	None	None		TIR Missed: No	0.19
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.19
INC000000551284	Marianne Burbidge	None	None	None		TIR Missed: No	0.19
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.19

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INC000000551287	Marianne Burbidge	None	None	None		TIR Missed: No	0.37
Help Desk		Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.37
INC000000551288	Marianne Burbidge	None	None	None		TIR Missed: No	0.11
Help Desk		Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.11
INC000000551602	Adam McKean	PC/Laptop	Error	None		TIR Missed: No	0.10
Metro D Desktop Support		Denise Wardle	Natural Resources	Medium	Resolved	TTR Missed: Yes	8.83
INC000000551632	Jenny Zickgraf	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551675	Ted Donaldson	Application	Password	Employee Gateway		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551709	Ron Stewart	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551729	Ron Stewart	Mobile Devices	Error	iPhone		TIR Missed: No	0.86
Application Services		Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: No	4.16
INC000000551797	Stephanie Earls	PC/Laptop	Performance	None		TIR Missed: No	0.48
Metro D Desktop Support		Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	0.48
INC000000551809	Rachel Stufflebeam	None	None	None		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551838	Marie Jackson	EIS Hardware	None	None		TIR Missed: No	0.87
Strategic Communications		Luis Larios	Natural Resources	Low	Resolved	TTR Missed: Yes	29.39
INC000000551846	Vickie Southwick	None	None	None		TIR Missed: Yes	1.13
Metro D Desktop Support		Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	4.64
INC000000551869	John DeBoer	Network	Error	None		TIR Missed: No	0.93
Rural Central Desktop Support		Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	2.33
INC000000551879	Stephen Durrant	Application	None	Utah Master Directory		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000551914	Mike Nelson	Network	Error	None		TIR Missed: No	0.26
Network Operations		Robert Ryan	Natural Resources	Low	Resolved	TTR Missed: No	0.66
INC000000552014	George Humphreys	Application	Error	None		TIR Missed: No	0.71
Rural South Desktop Support		Ryan Bennett	Natural Resources	Low	Resolved	TTR Missed: No	0.71
INC000000552021	Jenny Zickgraf	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552027	Jason Vernon	Telecom	None	None		TIR Missed: No	0.29
Application Services		Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: No	0.29

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INC000000552073	Mike Nelson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Natural Resources	Medium	Resolved	TTR Missed: No	0.00
INC000000552208	Melinda Bennion	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552246	Peggy Taylor	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552329	Ron Greer	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552352	Robert Sabin	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552447	Rori Lubbers	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552486	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552499	Bryce Boyer	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.22
INC000000552536	John Larsen	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552541	Leon Tate	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	4.03
INC000000552543	Ben Sutter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552682	Bryce Boyer	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.53
INC000000552775	Kody D Jones	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.53
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	0.53
INC000000552800	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552832	Joe Helfrich	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	2.16
INC000000552946	Craig Schaugaard	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000552956	Michael Murray	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000553007	Tom Munson Metro D Desktop Support	PC/Laptop Denise Wardle	Performance Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.07 13.47
INC000000553060	Robin Thomas Metro D Help Desk	Network John Robinson	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.45 0.45
INC000000553086	Vickie Southwick Strategic Communications	EIS Hardware Luis Larios	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.24 4.00
INC000000553108	Pam Martin Metro D Help Desk	Application Doug Brown	Error Natural Resources	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000553116	Henry Maddux Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Natural Resources	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.39
INC000000553125	Matt Breen Metro D Help Desk	Network Jed Patrick	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553208	Robin Cahoon Metro D Help Desk	Application John Robinson	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553275	Matt Breen Rural Central Desktop Support	Network Jay Barfuss	Password Natural Resources	IManager Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553448	Stephen Rutter Rural Central Desktop Support	PC/Laptop Todd Hardy	Hardware Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.25
INC000000553538	Ja Eggett Network Operations	None Brian Chatwin	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553581	Joseph Donnell Rural Central Desktop Support	Application Todd Hardy	Error Natural Resources	None Medium	Resolved	TIR Missed: No TTR Missed: No	0.00 3.58
INC000000553623	Geoff McNaughton Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.21 8.03
INC000000553661	Cathryn Smith Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Natural Resources	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.23 1.48
INC000000553696	Earl Levanger Help Desk	Application Julie VanBeekum	None Natural Resources	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553795	Frank Howe Rural North Desktop Support	None Dane Smith	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.53
INC000000553818	Davis Oatway Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553874	Dave Cole Metro D Desktop Support	Application Dusty Serr	None Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.64 0.92

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INC000000553876	Daniel Spear	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.42
INC000000553957	Camron Radmall	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000553993	Natalie Harmon	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554111	Eric Anderson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554165	Larry Dalton	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	3.50
INC000000554539	Clair Shaffer	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554581	Todd Adams	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	0.02
INC000000554641	Brandon Gerig	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554779	Lucia Malin	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554803	Rory Levorsen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554812	Gayle Allred	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554828	Katherine Creighton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000554959	Randy Staker	Telecom	Coverage Path	Telephone		TIR Missed: No	0.29
	Voice Operations	Gail Christiansen	Natural Resources	Low	Resolved	TTR Missed: No	1.66
INC000000554960	Tanna Fullenkamp	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000555033	Lisha Cordova	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000555036	Debbie Stufflebeam	Application	None	State Payroll System		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.08
INC000000555040	Holly Betteridge	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000555102	Rachel Medina	PC/Laptop	Error	None		TIR Missed: No	0.19
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.39
INC000000555133	Gary Bezzant	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000555141	Brandon Gerig	Application	Password	Novell GroupWise		TIR Missed: No	0.18
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.18
INC000000555189	Lyndsey Crane	Application	Error	State Payroll System		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low	Resolved	TTR Missed: No	0.48
INC000000555236	Dawna Capaldi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00